



# VACANCY ANNOUNCEMENT

**The Department of Health has a career opportunity for qualified candidates for the following position:**

Title <b>Agency Services Representative 4 [Classified Competitive]</b>			Salary <b>A18 \$45,053.25-\$63,537.63</b>
Posting Number <b>143-17</b>	Position Number <b>901710</b>	Number of Positions <b>1</b>	Posting Period * From: <b>8/10/2017</b> To: <b>8/24/2017</b>
Location: <b>Office of Vital Statistics &amp; Registry 369 S. Warren Street, Trenton</b>			Scope of Eligibility/Open to: <b>All Departments/State Employees</b>

## GENERAL DESCRIPTION

Serve as the team leader to the Customer Service Call Center Unit, responsible for reviewing, order input and mail out of applications submitted to the program for vital records. Team leader duties include, but are not limited to ensuring optimal coverage for the incoming phone lines of the unit and resolving problems involved with vital records orders. Foster customer-centric atmosphere and provide training to employees to achieve programmatic goals. Review mailed in requests to determine whether each is acceptable for processing or deficient based on State statutes, regulations and program policy. Ensure that all required information is supplied by the customer including the customer's complete mailing address, proof of identification, proper fee and vital record event information. Ensure that the applicant is authorized and issued the appropriate type record (i.e., a certified copy of certification). Review each payment submitted to verify that the appropriate amount has been supplied. confirm that all checks and money orders have been accurately made payable to our agency prior acceptance. Provide support to Customer Service Call Center Manager with daily operations of unit. Compile and report production statistics to Manager on a weekly basis. Provide first level response to customer call escalated by other agents due to complexity or special circumstance. Provide backup for other team members as needed.

## REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)

**EXPERIENCE:** Four (4) years of experience providing information and support to customers or clients, responding to technical inquiries and/or complaints regarding products, services or programs, or collecting payments in a government or office setting.

**LICENSE:** Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position

## IMPORTANT FILING INSTRUCTIONS

If interested in this position, you can reply in one of two ways:

- Forward the required documents electronically to:

***PSTMA@doh.nj.gov***

- Mail the required documents to:

**Jill Velez, Executive Assistant 3  
Management and Administration  
Reference Posting #143-17  
New Jersey Department of Health  
PO Box 360  
Trenton, NJ 08625-0360**

### Required documents:

- cover letter
- resume
- State of NJ Employment Application  
([nj.gov/health/forms/dpf-663.dot](http://nj.gov/health/forms/dpf-663.dot)).

\* Responses received after the closing date MAY be considered if the position is not filled.

- Newly hired employees must agree to a thorough background check that will include fingerprinting.
- If you are a candidate for a position in our Public Health and Environmental Laboratories, you may be subject to pre- and /or post-employment alcohol and drug testing.
- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.
- In accordance with N.J.S.A. 52:14-7, the "New Jersey First Act", all employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey.